Mansfield/Richland County Public Library

VACANCY POSTING

& JOB DESCRIPTION

Learning Lab Specialist

Applications will be accepted until 5:00 p.m. on Tuesday, November 3, 2026.
Complete an online application on our website: www.mrcpl.org/about/employment
Application forms are also available and accepted at all MRCPL locations.

This is a 25 hour per week position. Must be able to work a flexible schedule including days, evenings and weekends.

Reports to:	Learning Lab supervisor	**FLSA Status:**	Nonexempt
Pay Grade:	14; $16.54/hr to start	**Location:**	Main Library

Positions Supervised: None

POSITION SUMMARY: Under general supervision from the Learning & Creation Lab Managerr, the Learning Lab Specialist assists customers in the use of computers and associated software, provides learning experiences and instruction for computer and mobile device literacy to groups or individuals, and assists job seekers with resume creation, finding job postings on search engines and completing online applications in the Learning Lab or at outside locations. The Learning Lab Specialist also assists customers using the makerspace equipment to develop and create their own projects, and operates, maintains, calibrates, cleans and troubleshoots the makerspace equipment.

QUALIFICATIONS:

1. Associate's degree in computer-related field is preferred, or a minimum of three years of equivalent experience using computers and software
2. Above average computer skills and ability to use Microsoft Office, internet and email
3. Ability to read, write, speak and understand English
4. Proficiency and familiarity with a variety of mobile devices is required.
5. Experience with computer-aided design or drawing is helpful but not required.
6. Experience working with the operation and processes involved with DIY making, such as 3D modeling and printing/fabrication and the usage of basic hand tools is preferred.
7. Reliability and above average work attendance with ability to work flexible schedule including day, evening and weekend hours
8. Physical requirements: engage in extended periods of sitting, standing, viewing computer screens, and bending forward from the waist. Engage in intermittent periods of walking, stooping, leaning to one side, climbing stairs, lifting and carrying equipment and materials occasionally weighing 40 – 60 pounds and pushing loaded book trucks weighing 75 - 100 pounds or more. Must be able to use hands and fingers to grasp, handle and manipulate

materials and operate tools and controls, including computers, phones, office equipment and other hand-held devices. Must have visual acuity to distinguish, produce and view a wide variety of materials in both print and electronic formats.
9. Must be able to work in areas that have occasional loud noise, fumes, odors, dust, or other possible allergens.
10. Favorable results of pre-employment background check
11. Reliable transportation in order to meet work requirements
12. Valid vehicle operator's license is required, with acceptable driving record and current vehicle insurance. Travel within Richland County is required.
13. Required at time of hire: proof of eligibility to work in the United States.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Knowledge of Library policies, procedures and operations, including emergency response (acquired after hire)
2. Knowledge of safe work practices and safe lifting techniques (acquired after hire)
3. Knowledge of Dewey Decimal System and alphabetization principles (acquired after hire)
4. Knowledge of available and emerging office and computer hardware, mobile devices and software, particularly artistic and business-related applications
5. Advanced proficiency and familiarity with internet and email usage
6. Knowledge of and experience with various social media platforms
7. Knowledge of online resources for job seekers
8. Ability to actively listen and communicate clearly with a diverse customer
9. Ability to accurately count and manage customer payments
10. Ability to present information publicly to individuals and groups
11. Ability to simultaneously manage duties and complete work with multiple interruptions and distractions
12. Ability to understand and follow specific instructions, both verbal and written
13. Ability to work independently in the absence of close supervision
14. Ability to prioritize work and efficiently carry out assigned tasks and projects
15. Ability to perform tasks in areas where seating is not provided, unless reasonable accommodation is requested
16. Ability to remain mentally alert, focusing attention on detail and accuracy
17. Skill in exhibiting an attitude of professionalism including tact, good judgement, dependability, and courtesy

ESSENTIAL TASKS AND RESPONSIBILITIES:

Note: The duties listed below illustrate but do not limit the tasks performed by persons in this classification.

1. Consistently provide superior customer service.
2. Exhibit professional, courteous and approachable demeanor at all times.
3. Handle multiple interruptions at once, sustaining productivity and accuracy.
4. Maintain confidentiality of customer records in accordance with Library policy and Ohio law.

5. Provide individual and class instruction to staff and customers on a wide variety of computers and mobile devices, computer applications and social media, using stationary and laptop computers and other mobile devices.
6. Provide instruction in the Learning Lab, outside venues and other MRCPL locations throughout Richland County.
7. Assist and supervise customers using computer reservation and print release software pursuant to Library policy and procedures.
8. Assist customers with their DIY projects, from initial concept to final product.
9. Teach customers how to use the makerspace equipment properly.
10. Run print projects on the Library's 3D printers.
11. Provide assistance with online job searching and applications, resume creation and other job-seeking tasks.
12. Learn and share with customers and staff the efficient use of new equipment, devices and software.
13. Regularly check computer equipment for damage, wear, tampering or loss and report related issues and problems to the Learning & Creation Lab Manager and IT Department.
14. Operate, maintain, calibrate, clean and troubleshoot the makerspace equipment.
15. Accurately track consumable materials and payments for such materials and assure materials and supplies are available for customer use.
16. Schedule equipment reservations for the makerspace, as needed.
17. Answer wide variety of customer questions in person, by email and by telephone.
18. Monitor visitors' behavior and appropriate use of the internet and equipment in the Learning Lab in accordance with MRCPL policy.
19. Record daily, weekly and monthly statistics, as assigned.
20. Maintain regular and predictable attendance.
21. With reasonable accommodation, meet the physical requirements and perform essential tasks and responsibilities reliably within 6 months of on-the-job experience and training.

ADDITIONAL TASKS AND RESPONSIBILITIES:

Note: The duties listed below illustrate but do not limit the tasks performed by persons in this classification.

1. Adhere to, support and effectively implement Administration and Board policies, procedures and core values.
2. Perform other Learning Lab duties as needed, including regular cleaning of computer equipment and other Library-owned devices.
3. Provide basic directional assistance to customers in the library.
4. Assist with opening and closing procedures, as assigned.
5. Perform various tasks associated with other Library-sponsored programs.
6. Work Sunday rotation as scheduled.
7. Attend meetings as scheduled by the Learning & Creation Lab Manager.
8. Attend Staff Development Day, and additional workshops and seminars as assigned.
9. Perform additional tasks as required by the upward chain of command, which moves from the Learning Lab Specialist to the Learning & Creation Lab Manager to the Deputy Director to the Director.